DEX™

A WIRELESS WORLD

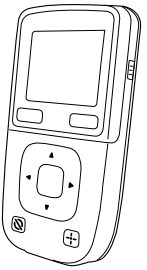
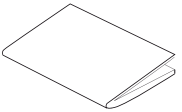
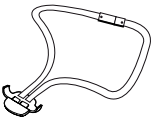
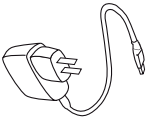
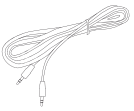
USER INSTRUCTIONS

M-DEX

WIDEX®

HIGH DEFINITION HEARING

PACKAGE CONTENTS

M-DEX	
User instructions	
Lanyard	
Charger	
Jack-to-jack cable	

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YOUR NEW M-DEX

Your M-DEX is part of the DEX™ family of assistive listening devices. These user instructions explain how the M-DEX should be operated.

WARNING
This booklet contains important information and instructions. Please read this booklet carefully before you start using the device.

INTENDED USE

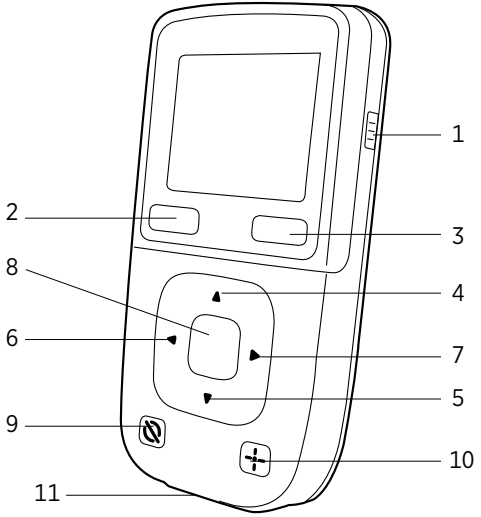
The M-DEX is a wireless device intended for mobile phone applications, as well as an advanced remote control.

DESCRIPTION OF DEVICE

M-DEX is an advanced hearing aid remote control. M-DEX reproduces mobile phone conversations directly in the hearing aid and allows the user to control normal mobile phone functions and listen to audio input, using a Bluetooth connection for compatibility with most models of mobile phone, and WidexLink for connection to Widex hearing aids.

M-DEX OVERVIEW

1. On/off
2. Yes (green)
3. No (red)
4. Volume up
5. Volume down
6. Previous
7. Next
8. Menu
9. Room Off
10. FreeFocus
11. Microphone

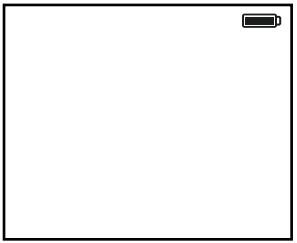


STATUS ICONS

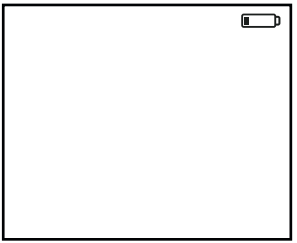
When the M-DEX is turned on, you can see the battery, Bluetooth and Room Off status in the upper right corner of the start screen.

BATTERY STATUS

Full

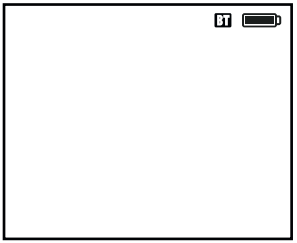


Low



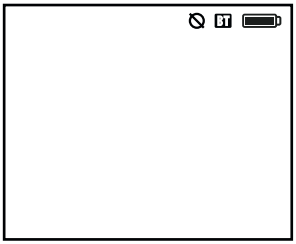
BLUETOOTH

(blue=connected, grey=on (but not connected), icon not visible=off)



ROOM OFF

(Icon shown only if feature is active).

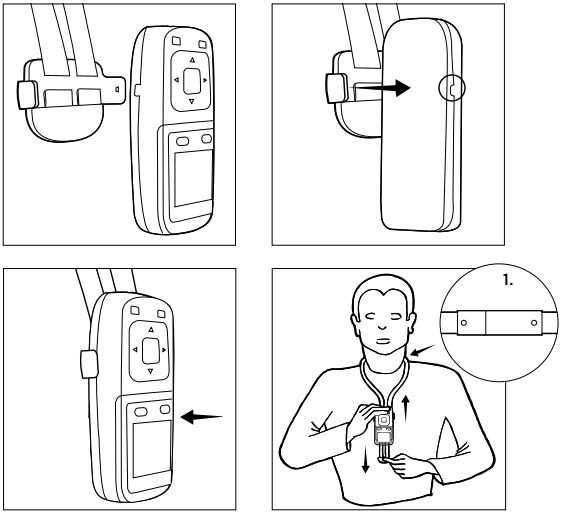


OPERATING RANGES

From the M-DEX to the hearing aids	
When using it as a remote control	up to 1 metre
With mobile phones, Bluetooth and transmitted audio input, incl. M-DEX T	up to 50 cm
From the M-DEX to mobile phone	
	up to 10 metres

LANYARD USAGE

If you wish to wear the M-DEX around your neck, place it in the plastic holder at the end of the lanyard provided, as illustrated.



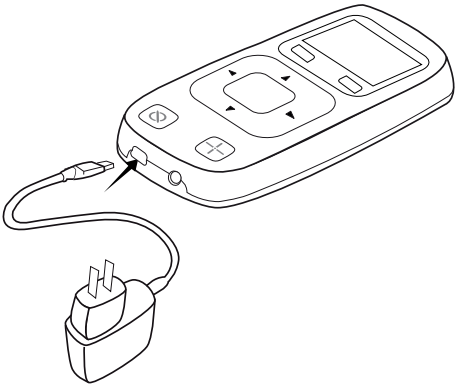
WARNING

The breakaway buckle of the lanyard must be positioned at the back of your neck (1), to make it easier to unsnap.

GETTING STARTED

CHARGING THE BATTERY

The M-DEX uses a rechargeable battery. When fully charged, the battery has a capacity of approx. 5 hours of continuous use (when on standby, the battery will last approximately three days. If Bluetooth is turned on, this period will be considerably reduced). The charger is available in four country versions. The version you have may therefore not look exactly as illustrated in this booklet.



To charge the battery

1. Connect the charger to the M-DEX.
2. Plug the charger into a wall socket.

It takes approximately 6 hours to charge the battery the first time. Allow the battery to charge for the full six hours, even if the “battery full” icon appears.

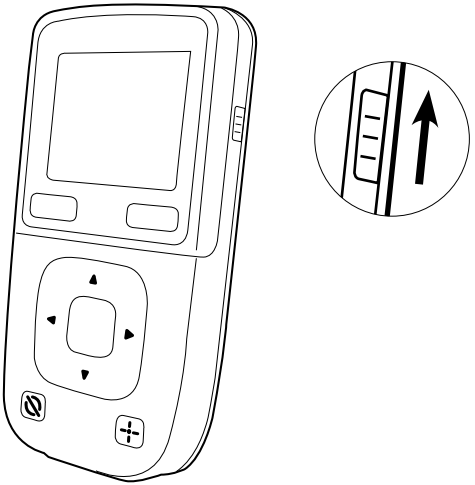
Recharging takes approx. 3 hours, depending on whether the device is turned on or off.

WARNING

Do not attempt to change the battery yourself. Contact your hearing care professional if the battery needs replacement.

TURNING ON THE M-DEX

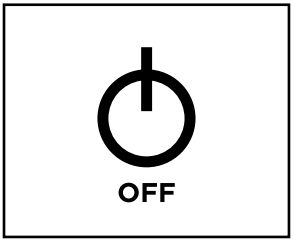
Push the slide button on the right side upwards.



Note
The icons and screens in your M-DEX will depend on how it has been configured by the hearing care professional in cooperation with you. Your dispenser will have matched the M-DEX with your hearing aids. Once this is done, you will be able to change programs and adjust the volume in your hearing aids.

The program in position number 1 (usually Master) is displayed.

TURNING OFF THE M-DEX



To turn the M-DEX off
Push the slide button on the right side of the M-DEX downward.

STANDBY SCREEN

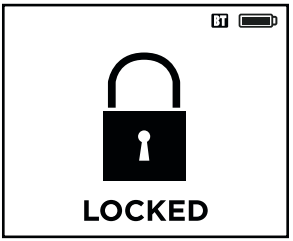
To save power, the M-DEX screen will automatically enter standby mode when it has not been used for 10 seconds.

To leave standby mode

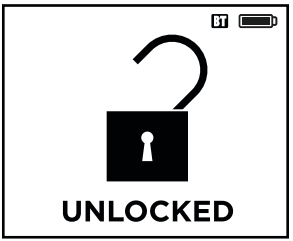
Use any key except the on/off button. If the other keys are locked, you can use the “No” key to leave standby mode.

MANUAL KEYLOCK

You can activate the keylock from any program screen.



To activate the keylock
Press **No → Menu**



To deactivate the keylock
Press **No → Menu**

For information on automatic keylock, see page 45.

BASIC FUNCTIONS – REMOTE CONTROL

From the start screen you can change programs in your hearing aid, adjust the volume, choose listening focus and activate/deactivate Room Off.

Except when using the Room Off function, your hearing aids will produce speech messages or tones when you change settings, unless the function has been deactivated by your hearing care professional.

If a check mark is displayed, it means that the specific function has been activated.

CHANGING PROGRAM

The selection of listening programs in your M-DEX depends on how many and which programs you have chosen to have in your hearing aid. The order of the programs is the same as in your hearing aid.

The M-DEX always starts up in the program which has been chosen as program number 1 by you and your hearing care professional (usually the Master program).

To navigate through the available programs
Press ◀ or ▶

Every time you press one of the arrows, an icon representing the active program is displayed.

ADJUSTING THE VOLUME

To access the volume bars
Press ▲ or ▼

To increase or decrease the volume in both hearing aids
Press ▲ or ▼

The volume adjustment will apply only to the listening program that is currently active.

The wider bar in the middle indicates the default setting. The icon displayed reflects the number of volume adjustment steps chosen by your hearing care professional in consultation with you.

The binaural volume adjustment closes automatically after a few seconds. To close it manually, press the **No** key.

Changing to another program or turning the M-DEX off will cancel any volume adjustment.

If you adjust the volume on the hearing aid's volume control, this adjustment will not be copied into the M-DEX.

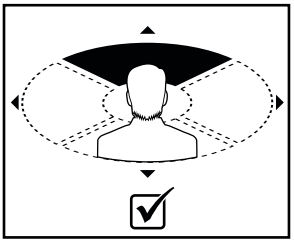
To adjust the volume of your two hearing aids separately, see “Advanced functions”.

CHOOSING LISTENING FOCUS

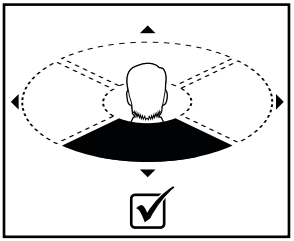
The FreeFocus feature allows you to focus on sound from a specific direction with your hearing aids.

Press the **FreeFocus** key

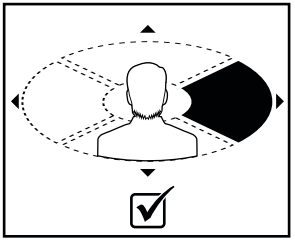
The FreeFocus key lights up to indicate that FreeFocus is activated.



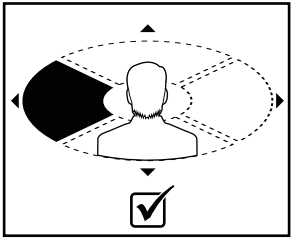
To focus on sound from the front
Press ▲ → **Menu**



To focus on sound from behind
Press ▼ → **Menu**



To focus on sound from the right
Press ▶ → **Menu**



To focus on sound from the left
Press ◀ → **Menu**

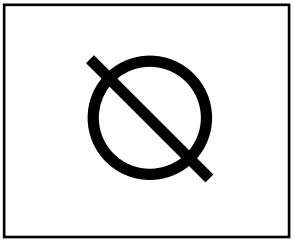
When you choose a setting and lock it by pressing **Menu**, a check mark confirms your choice. You can "unlock" your choice by pressing **Menu** again.

To adjust the volume in FreeFocus
First, choose the direction of focus and lock the setting. Then use the same procedure as for the hearing aids' listening programs.

To deactivate FreeFocus
Press the **FreeFocus** key

ROOM OFF

Activating ‘Room Off’ turns the hearing aid microphones off. This allows you to use the feature to listen directly to transmitted audio sound without interference from surrounding sounds, or as a mute function with your normal listening programs (e.g. Master).



To activate Room Off
Press the **Room Off** key.

The Room Off key lights up and the Room Off icon is displayed.

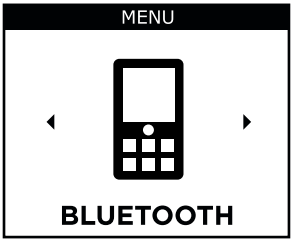
To deactivate Room Off
Press the **Room Off** key again

BASIC FUNCTIONS – MOBILE PHONE

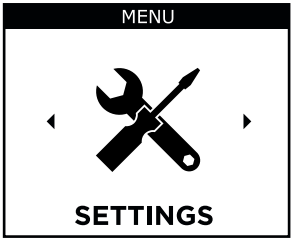
PAIRING THE M-DEX WITH YOUR MOBILE PHONE

When you use the M-DEX with your mobile phone for the first time, you will need to pair the two devices.

1. Turn on Bluetooth on your mobile phone.
2. Turn on Bluetooth on your M-DEX. To to this:
   2a. Press the **Menu** key from any program screen. This screen is displayed.

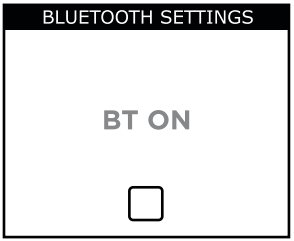


2b. Press ◀ or ▶ until you reach Settings.

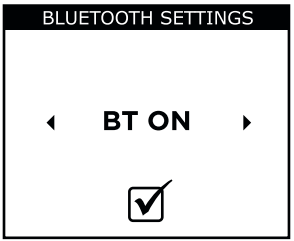


Press **Menu → Menu**.

If Bluetooth is not already turned on, this screen will be displayed.

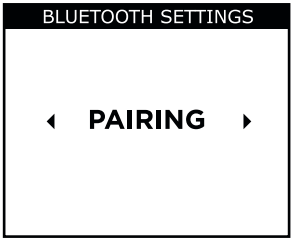


2c. Press the **Menu** key to turn on BT. This screen is displayed.



3. On your mobile phone, search for new devices. Refer to the user instructions for your phone to see how to do this.

4. When the M-DEX is found on the mobile phone, pair the two devices. To do this:
   4a. Press ◀ or ▶ to go to pairing



   4b. Press the **Menu** key
   4c. Press the **Menu** key again to start pairing. You can follow the progress on the screen.

5. Select the M-DEX on your phone, and enter the pin code (0000) displayed on your M-DEX into your phone, if prompted.

The devices are now paired.

If no device can be detected, “Device not found. Try again?” will be displayed on your M-DEX.

NOTE
The next time you want to use M-DEX with your mobile phone, make sure that Bluetooth is turned on in both units. Please note that using the devices with Bluetooth turned on will significantly increase their battery consumption.

MOBILE PHONE CONVERSATIONS VIA THE M-DEX

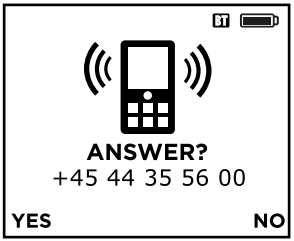
Hold the M-DEX as you would hold a phone and speak into the microphone. The sound will be heard in both hearing aids. The mobile phone must be within range (up to 10 m).

When connected to your mobile phone, the M-DEX gives access to the following functions:

1. Accept or reject call
2. End call
3. Transfer call
4. Make a call
5. Hands-free operation

ACCEPT OR REJECT CALL

When you receive a call, you will hear your mobile phone ringing, and if the M-DEX is within range of your hearing aids, you will also hear a tone in these. You can choose to accept or reject the call by selecting “Yes” or “No”.



END CALL

To end a call

Press **End**

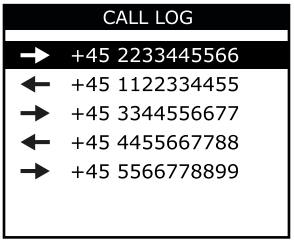
MAKING A CALL

To make an outgoing call

Dial the telephone number on your mobile phone and use the M-DEX as described on page 28.

USING THE CALL LOG TO MAKE A CALL

To make a call to one of the last five numbers registered in the Call log:



Press the **Yes** key
Use the ▲ or ▼ key to choose the desired number.
Press the **Yes** key.

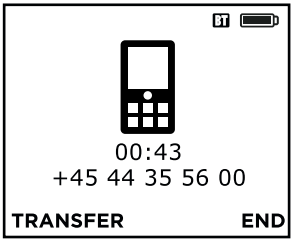
Arrows indicate whether it is an incoming or outgoing call.

To leave Call log:

Press the **No** key.

TRANSFER CALL

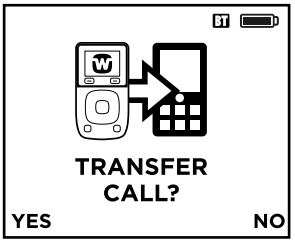
The transfer function allows you to transfer the call back to the mobile phone.



To transfer a call to the mobile

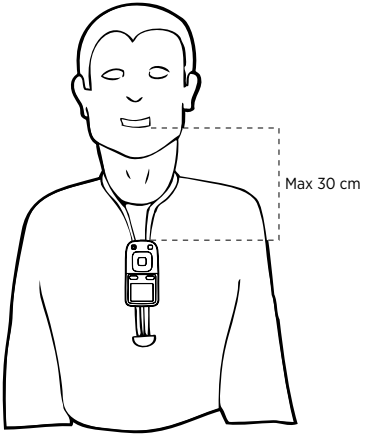
Press **Transfer → Yes**

A check mark confirms your choice.



Turning off your M-DEX will also transfer the call back to the mobile phone.

HANDS-FREE OPERATION



For hands-free operation, wear the M-DEX around your neck and speak into its microphone.

OTHER FUNCTIONS

ADJUSTING THE VOLUME

You can adjust the volume during a telephone conversation.

To access the volume bars

Press ▲ or ▼

To increase or decrease the volume

Press ▲ or ▼

ROOM OFF

You can also use the Room Off function during phone conversations. See page 23.

ADVANCED FUNCTIONS

The following advanced functions can be accessed by pressing the **Menu** key once and using ◀ or ▶:

If you use ▶, the menu items are placed in the following order

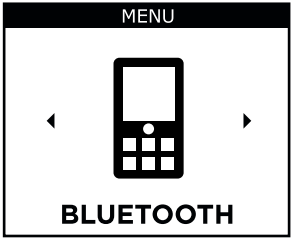
1. Bluetooth *
2. Audio Input *
3. L/R volume
4. M-DEX T *
5. Settings

Choices made in options 1, 2 and 5 will be confirmed by a check mark.

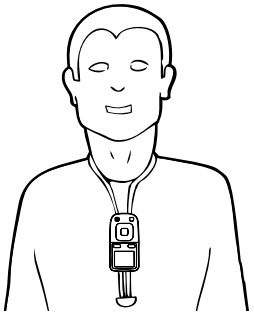
Because items 1, 2 and 4 involve transmitted sound, the sound in your hearing aids will be affected every time you confirm a choice in these options. When you leave these functions, you will return to program 1.

** The M-DEX must be within a range of 50 cm of the hearing aids.*

BLUETOOTH

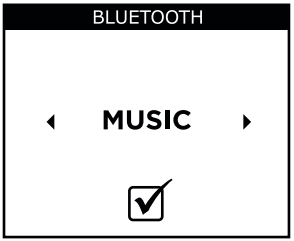


The Bluetooth menu is only available (indicated by a blue colour) if Bluetooth is activated in your M-DEX and this is connected to a Bluetooth unit. Otherwise it will be greyed out.



Note
When using the M-DEX for Bluetooth transmission, it must be within range of the hearing aids (up to 50 cm).

To start transmission:
Press the **Menu** key. On some personal audio devices, e.g. telephones, the music player may need to be activated before it can play music. In the default Bluetooth setting, the hearing aid emphasises Music. To optimise it for Speech instead, use ◀ or ▶.

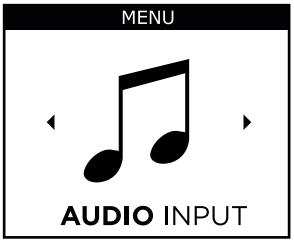


To confirm a new setting
Press **Menu** key

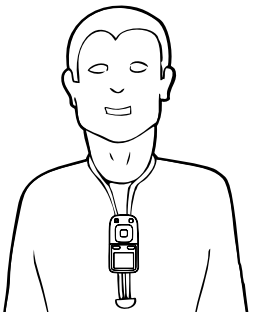
To leave Bluetooth
Press **No → No**

AUDIO INPUT

This function may be useful if you wish to listen to an external audio source such as an mp3 player. When you connect a jack plug to the audio input, the Audio input screen will automatically be displayed.



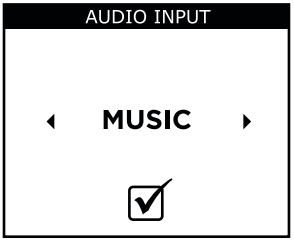
The Audio input menu is only available (indicated by a blue colour) if the M-DEX and the audio source are connected by a jack-to-jack cable.

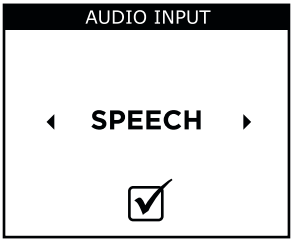


Note

When using the M-DEX for audio input, it must be within range of the hearing aids (up to 50 cm).

To start transmission:
Press **Menu**. In the default Audio input setting, the hearing aid is optimised for Music. To optimise it for Speech instead, use ◀ or ▶.



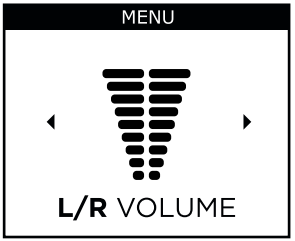


To confirm a new setting
Press the **Menu** key

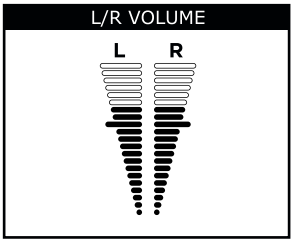
To leave Audio Input
Press **No → No**

L/R VOLUME

This function is used if you wish to adjust the volume of your two hearing aids separately.

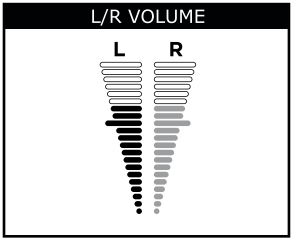


Press the **Menu** key

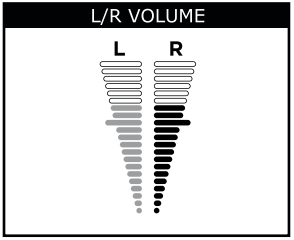


To select which hearing aid to adjust the volume for

Use ◀ or ▶ to choose left or right, respectively.



To adjust the volume up and down
Use ▲ or ▼

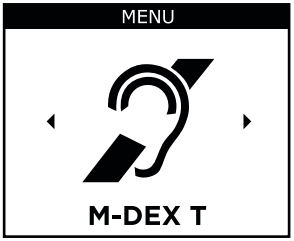


To leave L/R volume
Press **No → No**

When you leave this pop-up screen, the volume in the hearing aids will be set to default level.

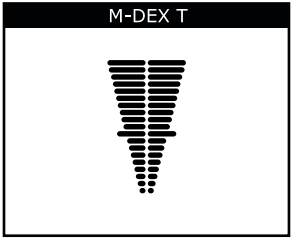
M-DEX T

This option allows you to take advantage of teleloop systems even if you do not have a telecoil in your hearing aid. If your hearing aid is provided with a telecoil program, we recommend using this, for optimum performance.



Using the telecoil in the M-DEX

To enable the M-DEX to pick up teleloop signals, it should hang in a vertical position and be within range of the hearing aids. (Up to 50 cm).

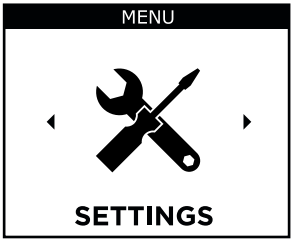


To change the volume from the M-DEX T screen

Press **Menu** and ▲ or ▼

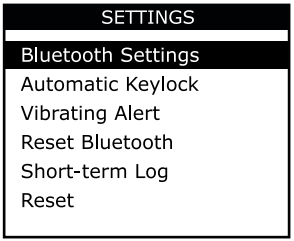
To leave M-DEX T
Press **No → No**

SETTINGS



Pressing the **Menu** key gives you access to the following menu items:

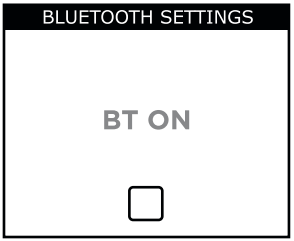
1. Bluetooth Settings
2. Automatic Keylock
3. Vibrating Alert
4. Reset Bluetooth
5. Short-term Log
6. Reset



To select a menu item
Press ▲ or ▼ to go to the desired item.

Press the **Menu** key to select an item

Bluetooth settings
Here you can turn Bluetooth on and off using the **Menu** key.



You can also perform Bluetooth pairing.

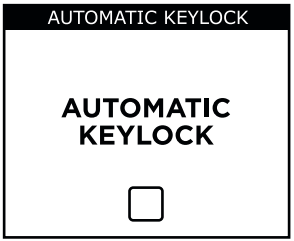
Bluetooth pairing
See page 24.

To go back to the menu
Press **No.**

Note
Please note that using the M-DEX and mobile phone with Bluetooth turned on will significantly increase their battery consumption.

Automatic keylock
This function helps you avoid pressing a key accidentally, for example if you have your M-DEX in your pocket.

If this function has been enabled, the M-DEX keys will automatically lock when the screen enters standby mode.



To activate or deactivate automatic keylock
Press **Menu**

To go back to the Menu
Press **No**

To unlock the automatic keylock
Press **No → Menu**

Vibrating alert
If you have chosen a Silent profile in your mobile phone, the vibrating alert will alert you when you receive a call.

To turn the vibrating alert on or off
Press the **Menu** key

To go back to the Menu
Press **No**

Reset Bluetooth
This function allows you to delete previous Bluetooth pairings. This can be necessary if you change your mobile phone.

To select Reset Bluetooth
Press **Menu**

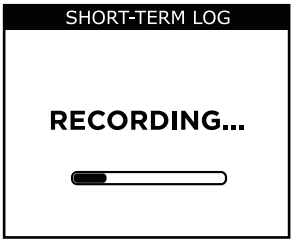
To go back to the Menu
Press **No**

Short-term Log

If you experience difficulties in a specific listening situation, this feature allows you to make a one-minute recording of the situation. This can help your hearing care professional to fine-tune your hearing aids.

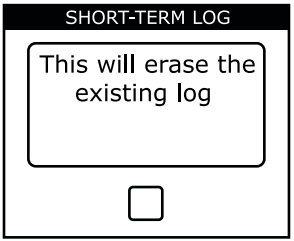
To start recording

Press the **Menu** key



The recording process takes one minute and cannot be interrupted. You can follow the progress on the screen.

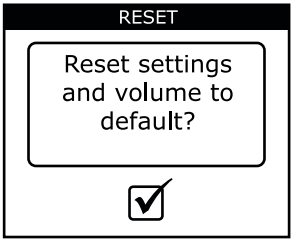
Please note that if you start a new log, the previous log will be deleted.



To go back to the Menu
Press **No**

RESET

This function resets settings to: default volume, automatic keylock off, vibrating alarm off.



To reset the settings and volume to default

Press **Menu**

To reset Bluetooth settings see page 46.

IN CASE OF MALFUNCTION....

Problem	Possible cause	Solution
Your M-DEX does not work	The battery is exhausted	Charge the battery (see page 11)
Display shows “Please match with hearing aids”	The M-DEX is not matched with your hearing aids	Contact your hearing care professional
No Bluetooth streaming of telephone music when activating Bluetooth on M-DEX	On some personal audio devices, the music player may need to be activated before it can play music	Refer to the user manual for the telephone for further information
M-DEX not vibrating when telephone rings	Vibrator not activated in M-DEX	The vibrator function is activated under Settings
BT icon in M-DEX is blue but there is no connection to telephone	M-DEX has been paired with a different device, and has established contact with it	Turn BT off on the active equipment or reset Bluetooth settings and pair telephone again
Your M-DEX is on but the display is black	Keylock is activated	Press No > Menu

Problem	Possible cause	Solution
Sound from Bluetooth/ jack too low and/or noisy	Sound not turned up loud enough	Turn up the volume of the device connected to the M-DEX and turn down to a suitable volume on the M-DEX
M-DEX takes a long time to charge or does not charge at all	Charger used is not the correct one	Use the charger included with your M-DEX
Program shown in M-DEX not the same as in the hearing aid	M-DEX and hearing aid not matched correctly	Ask your hearing care professional to match again
Incoming call screen is shown but no telephone ringing tone is heard in the hearing aids	Some telephones do not produce a ringing tone in the hearing aids if telephone is set to silent	Turn off the silent function on your mobile phone
	The M-DEX is not within range	Move it within range (up to 50 cm)
When a telephone key is pressed, the hearing aids beep and change to another program	Some telephones send keypad tone to the M-DEX	Turn off keypad tone on the telephone

Problem	Possible cause	Solution
Bluetooth pairing is not working		Reset Bluetooth under Settings and pair again
No sound when listening to audio	M-DEX is not within range of the hearing aids	Slide the M-DEX upwards on the lanyard

CARING FOR YOUR M-DEX

The device is a valuable object and should be treated with care. Here are some things you can do to prolong the life of your M-DEX:

WARNING

- Do not expose the device to extreme temperatures or high humidity.
- Do not immerse in water or other liquids.
- Do not carry your M-DEX with you during X-rays, MRIs or other scans or radiation treatments and never place it in a microwave oven. These are some of the types of radiation that can damage the device. Radiation from room surveillance equipment, burglar alarms, mobile phones and similar sources is weaker and will not damage the device. However on occasion radiation from devices such as certain burglar alarms, automatic motion detectors and other electronics may cause noticeable audible interference during M-DEX and hearing aid use.

CAUTION

- Never try to open or repair the device yourself. (This should only be done by authorised personnel.)
- Clean the device with a soft cloth. Never wash it with water, cleaning solutions or other liquids.
- Avoid dropping the M-DEX.
- When the device is not in use, keep it in its case in a cool, dry location out of reach of children and pets.

WARNINGS

WARNING

- Keep the M-DEX and its parts and accessories out of reach of children and anyone else who might swallow parts of the device, or otherwise cause injury to themselves with these items. In case of ingestion, contact a physician immediately.
- Do not use the device on aircraft or in hospitals without permission.
- Do not use the device in mines or other areas with explosive gases.
- If you wear your M-DEX around your neck, make sure that the breakaway buckle on the lanyard is always at the back of your neck.
- The device is made of modern non-allergenic materials. Nonetheless, in rare cases skin irritation may occur. If you notice such skin irritation, contact your hearing care professional.

CAUTION

- Although the device has been designed to comply with the most stringent international electromagnetic compatibility standards, the possibility cannot be excluded that it may cause interference with other equipment, such as medical devices.

SAFETY WARNING

This device is powered by an external power supply.

- Only connect a power supply that is compatible with the M-DEX.
- The power supply must have an output rating of 5VDC, 500mA, and a mini USB connector.
- The power supply input rating voltage must match the mains power voltage in your region, and the power supply must have a male mains plug that is compatible with the AC wall sockets in your region
- The power supply must be designed for ITE and must have the certification marks showing certification by an agency acceptable in your region.

Widex strongly recommends that you always use a power supply unit that is supplied by your Widex Distributor to ensure safe and efficient use of your M-DEX.

REGULATORY INFORMATION

CE 0459

Hereby, Widex A/S declares that this M-DEX is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

A copy of the Declaration of Conformity can be found at: http://www.widex.com

N26346

Federal Communications Commission and Industry Canada Statement

FCC ID: TTY-MDEX
FCC ID: TTY092802
IC: 5676B-MDEX
IC: 5676B-092802

This device complies with part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE:
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

– Reorient or relocate the receiving antenna.

– Increase the separation between the equipment and receiver.

– Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

– Consult the dealer or an experienced radio/TV technician for help.

NOTE:
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment complies with the Industry Canada RF radiation exposure limits set forth for an uncontrolled environment as per IC RSS-102.

Changes or modifications to the equipment not expressly approved by Widex could void the user's authority to operate the equipment.

Electrical and electronic equipment (EEE) contains materials, components and substances that can be hazardous and present a risk to human health and the environment when waste electrical and electronic equipment (WEEE) is not handled correctly.

Do not dispose of hearing aids, hearing aid accessories and batteries with ordinary household waste.

Hearing aids, batteries and hearing aid accessories should be disposed of at sites intended for waste electrical and electronic equipment, or given to your hearing care professional for safe disposal. Proper disposal helps to protect human health and the environment.

SYMBOLS

Symbols commonly used by Widex A/S in medical device labelling (labels/IFU/etc.)

Symbol	Title/Description
	Manufacturer The product is produced by the manufacturer whose name and address are stated next to the symbol. If appropriate, the date of manufacture may also be stated.
	Date of manufacture The date when the product was manufactured.
	Use-by date The date after which the product is not to be used.
	Batch code The product's batch code (lot or batch identification).
	Catalogue number The product's catalogue (item) number.
	Serial number The product's serial number.*
	Keep away from sunlight The product must be protected from light sources and/or The product must be kept away from heat

Symbol	Title/Description
	Keep dry The product must be protected from moisture and/or The product must be kept away from rain
	Lower limit of temperature The lowest temperature to which the product can be safely exposed.
	Upper limit of temperature The highest temperature to which the product can be safely exposed.
	Temperature limits The highest and lowest temperatures to which the product can be safely exposed.
	Consult instructions for use The user instructions contain important cautionary information (warnings/precautions) and must be read before using the product.
	Caution/Warning Text marked with a caution/warning symbol must be read before using the product.
	WEEE mark **“Not for general waste”** When the product is to be discarded, it must be sent to a designated collection point for recycling and recovery.

Symbol	Title/Description
	CE mark The product is in conformity with the requirements set out in European CE marking directives.
	Alert The product is identified by R&TTE Directive 1999/5/EC as an equipment Class 2 product with some restrictions on use in some CE member states.
	C-Tick mark The product complies with EMC and radio spectrum regulatory requirements for products supplied to the Australian or New Zealand market.
	Interference Electromagnetic interference may occur in the vicinity of the product.

*The six- or seven-digit number on the product is the serial number. Serial numbers may not always be preceded by SN

WIDEX A/S Nymoellevej 6, DK-3540 Lynge, Denmark
www.widex.com

CE 0459

Manual no.:
9 514 0129 001 #02

9 514012 900100

MIX
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www.fsc.org